OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 7

Title: Average Completed Interval

Area	Requirement Description
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation:	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type and field work/no field work where applicable.
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	<u>Pacific Bell</u> **Parity for Resale is Retail for** **Parity for UNE measured** **for the following UNEs (except as noted):**	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) without LNP • UNE Subloop • 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) with LNP	• POTS - Business (fielded) • Benchmark: 95% within Standard Interval
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)

	• 2w digital loop(xDSL capable)
	    • Conditioned
	    • Non-Conditioned
	    • UNE Subloop
		• 2w digital loop (xDSL capable) provided to ASI
		    • Conditioned
		    • Non-Conditioned

	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth line sharing
	    • Conditioned
	    • Non-Conditioned
		• High Bandwidth line sharing provided to ASI
		    • Conditioned
		    • Non-Conditioned

	• 4w digital loop (DS1)	• DS1
	• UNE Loop – OC level	• Retail – OC level service
	• UNE Port– Non-Specials	• POTS - Business (non -fielded)
	• UNE Port–Specials	• Retail Special Services

	• UNE Dedicated Transport
	    • DS1
	    • DS3
	    • OC level
		• HICAP
		    • DS1
		    • DS3
		    • Retail OC level service

	• Dark Fiber	(Diagnostic)

	• Enhanced Extended Links
	    • VG - Conversion
	    • DS1 - New
	    • DS1 -Conversion
	    • DS3- New
	    • DS3-Conversion
	    • OC level – New
	    • OC level - Conversion
		(TBD)

	• UNE Platform • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop • Interconnection Trunks	• Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	- Resale POTS- Residence	- Retail POTS - Residence
	- Resale POTS-Business	- Retail POTS - Business
	- Resale Specials	- Retail Specials
	- UNE loop Nondesigned	- B1 Dispatched Non Designed
	- UNE loop Designed	- Dispatched Designed Service (excludes HICAPs)
	- UNE loop xDSL capable	- *(TBD until SDA is established)*
	- UNE loop IDSL capable	- *(TBD until SDA is established)*
	- UNE Port	- CentraNet-Simple
	- UNE Transport	- HICAP Designed
	- UNE Platform	
	- UNE-P Res	- Residential POTS
	- UNE-P Bus	- Business POTS
	- UNE-P PRI	- ISDN PRI
	- Interconnection Trunks	- ILEC Dedicated Trunks
	- Line Sharing - Conditioned	- *(TBD until SDA is established)*
	- Line Sharing - Non -Conditioned	- *(TBD until SDA is established)*
	- LNP	- *Retail POTS -Total Business & Residence, Non-Dispatched*
	- EEL	- *(Diagnostic)*
	- Subloop	- *(Diagnostic)*
	- Dark Fiber	- *(Diagnostic)*

Business Rules:	• Excludes customer requested due dates other than interval offered, and orders delayed for customer reasons. (Pacific Bell only) • Excludes customer due dates beyond interval offered, and orders delayed for customer reasons. (GTE) • For UNE loop services, feature-only orders are excluded from retail analog.(Pacific Bell only) • Excludes projects. (Pacific Bell only) • GTE will not exclude projects. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.

Provisioning   **Measure 15**

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

Area	*Requirement Description*
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation:	**Parity:** (Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) **Benchmark:** [(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, High Bandwidth line sharing UNE, UNE Loop, UNE – P (Pacific Bell Only) and LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity** **Resale** Retail services UNE Loop Retail services (outside plant disposition codes and central office wiring disposition codes) High Bandwidth Line sharing UNE High Bandwidth line sharing UNE provided to ASI UNE-P FW/NFW Retail Residential and Business Basic POTS **Benchmark:** LNP - Port Out • Standard - 1% or less

	GTE:	
	- Resale POTS (Residence) - Resale POTS (Business) - Resale Specials - UNE,Loop Non-designed - UNE Loop Designed - UNE Loop xDSL Capable - UNE Loop IDSL Capable - LNP	- Residence POTS - Business POTS - Retail Specials - B1 Dispatched Non Designed - Dispatched Designed Service (excludes HICAPs) *(TBD until SDA is established)* *(TBD until SDA is established)* *(TBD- will propose benchmark standard after 4 months of data collection).*
Business Rules:	- Excludes CPE and IEC/CLEC caused troubles - Excludes Subsequent reports - Excludes Message Reports (circuit reports for which ILEC has no records) - Excludes ILEC employee generated reports *1	
Notes:	ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

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[1] The language "excludes new service installations" first contained in the JPSA filed July 18, 2000 has been removed pending resolution by the Commission of the open issue identified by some DSL CLECs.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 15A**

Title: Average Time to Restore Provisioning Troubles (Prior to Service Order Completion)

Area	Requirement Description
Description:	Measures the average duration of the troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, UNE Loop, and LNP, High Bandwidth line sharing UNE (Pacific Bell only) and UNE – P (Pacific Bell only) • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity:** **Resale** **Retail services** UNE Loop Retail services (outside plant disposition codes and Central Office wiring disposition codes) High Bandwidth High Bandwidth line sharing UNE provided to ASI Line sharing UNE UNE-P Retail Residential and Business Basic POTS FW/NFW **Benchmark:** LNP - Port Out • Standard - average of 4 hours

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • LNP	• Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • *(TBD until SDA is implemented)* • *(TBD until SDA is implemented)* • *(TBD)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	